

Who Can Ask for Services?



Any REE employee, supervisor, or manager may request assistance through the Cooperative Resolution Program to seek early resolution of workplace conflicts. We are a client-service Program. Our Mediation, Coaching, Consultation, Facilitation, and Training Services are client-driven and are available upon contact and by arrangement. We provide conflict training/facilitation to fit your organizational needs, tailored in a style and format to fit the needs of your group.

OFFICE OF OUTREACH, DIVERSITY and EQUAL OPPORTUNITY

Cooperative Resolution Program

5601 Sunnyside Avenue, Room 2L-212

Beltsville, Maryland 20705-5411

301-504-1450 or 301-504-1352 (P)

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E-mail: coopres@ars.usda.gov



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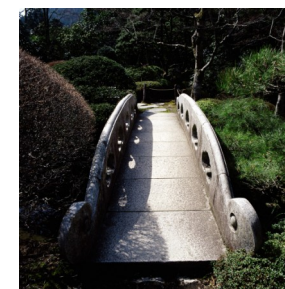
National
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OFFICE OF OUTREACH, DIVERSITY and EQUAL OPPORTUNITY

COOPERATIVE RESOLUTION PROGRAM

*"Building Bridges
to a
Better Understanding
with
Improved Communication"*



Unaddressed Workplace Conflict Results in Poor Morale and Productivity.



Every federal employee, supervisor and manager knows the inability to effectively

address workplace conflict may result in health related problems such as stress, performance and/or conduct issues and sometimes even, workplace violence.

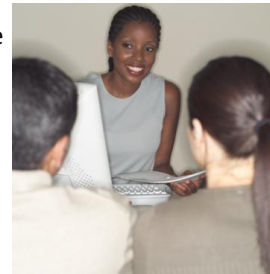
Workplace conflict left unattended and to fester will not simply disappear. Conflict is an inevitable part of our everyday life. It occurs when two people with differing needs, wants, goals, values and methods don't agree. The results are often followed by feelings of anger, hurt, frustration and anxiety. When not addressed, conflict may escalate to the point where it may irreparably damage relationships. So learning to effectively deal with conflict — at the earliest possible stage — is an essential skill that everyone needs.

The Cooperative Resolution Program offers a number of options to help employees address conflict.



Mediation

Mediation is a confidential problem-solving technique between two or more parties in conflict, with one or more third-party neutrals (mediators) present to facilitate the discussion in an attempt to reach a resolution that is acceptable to all parties.



Facilitated Dialogue

A facilitated dialogue is a confidential conversation using a neutral third person, not invested in either the relationships or the substance of the conflict, to assist the parties in overcoming their barriers to effective communication.

Group Facilitation/Team Building

Facilitation is the process of helping a group complete a task, resolve team conflict (Group Intervention) or come to an agreement to the mutual satisfaction of the participants. Successful facilitation takes preparation, planning, a constructive attitude and behaviors on the part of the participants, a collection of process tools and a planned implementation for results.

Consultation

Consultation is a confidential conversation between one of our staff members and an REE member where information about ADR services is provided to enable the REE member to make informed choices about the use of our services.

Conflict Coaching

Conflict coaching is a confidential process that helps people on a one on one basis to develop or enhance their skills, knowledge and competencies to more effectively engage in and manage interpersonal conflict. A person who contacts the CRP will engage in a coach-coachee relationship over a specified period of a time to work toward a particular conflict management goal.

Training

Our office offers a variety of training opportunities to equip all REE employees with the knowledge, skills and abilities to enhance their capabilities to manage workplace conflict. Those offerings include:

- ◆ Crucial Conversations
- ◆ Performance Feedback
- ◆ Generations in the Workplace
- ◆ Respectful Workplace: Civility
- ◆ Working Styles, ... just to name a few.

These are a sampling of the kinds of communication and conflict competency courses offered through our Program. They can be delivered to your staff or at your location by request by contacting our office. If you are interested in learning more, please contact us for the details.



